

**SECTION VI**  
**2015 DEPARTMENT ON AGING**  
**PROGRAM/SERVICE GUIDELINES**

**A. Service Delivery Guidelines**

Applicants for Department on Aging funding to provide **Employment, Training, and Placement Services** must comply with and incorporate the following:

Where indicated, applicants must include a description of how they will meet specific guidelines in the appropriate sections of Exhibit I.

**1. Program Activities**

- a. Applicants must clearly demonstrate how they will carry out the activities necessary to administer and maintain their proposed program. **(2.0 Program Summary)**
- b. Applicants must clearly demonstrate how their proposed program will identify, develop, and increase employment opportunities for persons aged 60 or older. **(2.0 Program Summary)**

Applicants must provide the following core services to Milwaukee County Residents Age 60 and over.

- o Intake to determine eligibility for employment programs
  - o Resume and cover letter assistance
  - o Job search tools and skills training
  - o Information on the Mature Workers Resource Center (MWRC) and access to the MWRC Monthly Calendar of Activities
  - o Information and Referrals to community resources
  - o Outreach to increase awareness of available services
- c. Applicants must indicate that clients served under the Department on Aging contract will be provided and encouraged to participate in job search skills training. Applicants will describe how this will be achieved. **(2.0 Program Summary)**
  - d. Applicants must clearly demonstrate how their proposed program will either provide on-site and/or provide linkages to specialized training to provide older adults with marketable job skills and to prepare them for employment. All clients in need of this type of training will be given the information on options available to receive this training. Applicants will indicate type and nature of training to older adults that they will provide on-site as well as linkages the applicant has to other training opportunities. **(2.0 Program Summary)**
  - e. Applicants must clearly state the number of older adults who will be placed in jobs through the proposed program. **(2.0 Program Summary)**
  - f. Applicants must demonstrate a method of participant follow-up during all phases of engagement, including six-month follow-ups after placement. **(2.0 Program Summary)**
  - g. The applicant will coordinate services with programs funded through the Job Centers. **(2.0 Program Summary)**

h. The applicant will assist participants in taking advantage of other public benefit programs (FoodShare, health care, etc).

**(2.0 Program Summary)**

i. The applicant will coordinate their services with other community services to avoid duplication.

**(2.0 Program Summary)**

j. The applicant will provide the opportunity for employment, training, and placement services to bilingual applicants. **(2.0 Program Summary)**

k. **Mature Worker Employment Resource Center (MWRC):** Applicant will describe the procedure and staff resources to be used to maintain the Mature Worker Resource Center. **(2.0 Program Summary)**

Expectations: The location for the MWRC will be located at Washington Park Senior Center. The applicant will describe how it will operate the MWRC.

The MWRC will provide all program activities as required above AND:

- Produce and distribute a MWRC Monthly Calendar of Activities
- Urge Employers and other community based employment programs to participate in MWRC activities and offerings.

l. Applicants must clearly demonstrate how their proposed program will work effectively with the public and private sectors to identify, enroll, train, and place clients in appropriate job openings. **(2.0 Program Summary)**

m. Applicants must clearly demonstrate how they will maintain accurate monthly records of their proposed program activities. **(2.0 Program Summary)**

n. Applicants must clearly demonstrate how they plan to secure sources of funds other than those provided by the Department on Aging, i.e. United Way, WIA and Title V funding.

o. Applicants must demonstrate a willingness to perform other activities that may be agreed upon and included in the Department on Aging contract. **(2.0 Program Summary)**

p. The applicant with the consent of the older person or his representative will bring to the attention of appropriate officials conditions, which place the older person in danger. **(2.0 Program Summary)**

q. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency. **(2.0 Program Summary)**

r. The applicant will meet all existing State and local licensing, health, and safety requirements for services provided under this program. **(2.0 Program Summary)**

s. Applicant will indicate willingness to meet the performance goals for this program, which are listed in these guidelines. **(2.0 Program Summary)**

## **2. Unacceptable Program Activities**

- a. Activities that duplicate services already provided to Milwaukee County's older adults. **(2.0 Program Summary)**
- b. Activities that are unrelated to carrying out the Department on Aging program contract. **(2.0 Program Summary)**

## **3. Initiation and Termination of Service**

- a. Employment, training, and placement services will be initiated with a request from an older adult or employer for either training or placement services. **(2.0 Program Summary)**
- b. Notice of enrollment will be given to the client and placed in the client file. Funding for the program from the Department on Aging will be stated on the notice of enrollment. **(2.0 Program Summary)**
- c. Employment, training, and placement services will be terminated when the older person has been satisfactorily placed in a permanent job setting and when the necessary follow-up has been completed; when clients indicate their need for the program has ended; or when program personnel determine that services are inappropriate. **(2.0 Program Summary)**
- d. Notice of termination from the program will be given to the client and placed in client file. **(2.0 Program Summary)**

## **4. Eligible Clients**

- a. All clients must be 60 years or older and live in Milwaukee County. **(2.0 Program Summary)**
- b. All clients must be in need of employment, training, and placement services as determined by these client eligibility guidelines and program staff. **(2.0 Program Summary)**
- c. Priority for employment services must be given to older adults who have the greatest economic and social need as defined by the Older Americans Act. Under the Older Americans Act of 1965, as amended: **(2.0 Program Summary)**

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty threshold established by the Bureau of Census".

- d. All unduplicated clients served under the Department on Aging contract must be unemployed or underemployed (20 hours or less) at the time of enrollment. **(2.0 Program Summary)**
- e. Employment, Training, and Placement Services for the Milwaukee County Department on Aging will be funded in part (50%) with GPR funding and (50%) with BCA funding, which has specific requirements for client eligibility. When chosen for funding, the applicant will be required to provide screening for client eligibility to meet the specific requirements of this funding for 50% of its clients. **(2.0 Program Summary)**

### Minimum State Categories for Eligible Persons

- a. Recipients of public benefits identified;
- b. Recipients of Supplemental Security Income;
- c. Persons whose income is within eligibility levels established by the State of Wisconsin Department of Health Services.

(A signed eligibility verification form will be placed in the client file, indicating the eligibility of the participant upon enrollment into the program. The Department on Aging will provide a standard application form for providers of Employment, Training, and Placement Services.)  
**(2.0 Program Summary)**

### 5. Generation of Clients

Applicants must clearly demonstrate how they will generate eligible clients for the program.  
**(2.0 Program Summary)**

### 6. Client Case Files

- a. A client case file must be maintained for every client enrolled in the program.  
**(2.0 Program Summary)**
- b. Notice of enrollment must be given to the client and a copy maintained in the case file.  
**(2.0 Program Summary)**
- c. A log of all activity with the client by the program personnel, i.e. referrals, training activity, job seeking skills, and follow-up, must be maintained in the client case file and initialed by appropriate staff. **(2.0 Program Summary)**
- d. A job seeking skills component will be available for all clients in need of such skills, and record of attendance will be included in the client case file. **(2.0 Program Summary)**
- e. Record of placement must be maintained in client case file. This record will indicate place of employment, wage at placement, position, and duties. A confirmation and thank you will be mailed to employers. **(2.0 Program Summary)**
- f. A notice of terminations other than placement must also be given to the client and a copy maintained in the client case file. **(2.0 Program Summary)**
- g. A centralized client file will be maintained by the program staff. This file will contain individual, updated client files of all participants and will be accessible for reporting and monitoring by program staff. **(2.0 Program Summary)**

## **7. Service Delivery Follow-up**

a. Applicants must clearly demonstrate how they will provide follow-up to service delivery to determine:

1. Whether the service was performed to the client and/or employer satisfaction.  
**(2.0 Program Summary)**
2. Whether employment, training, and placement services are still needed.  
**(2.0 Program Summary)**
3. Whether the client requires other services that may be available in the community, i.e. transportation, and whether these additional services were obtained.  
**(2.0 Program Summary)**
4. All follow-up activities must be documented in the client's case file.  
**(2.0 Program Summary)**

## **8. Program Personnel, Training, and Equipment**

a. Applicants are expected to submit job descriptions for all positions receiving full or partial Department on Aging funds. **(Required Appendices 1, Job Descriptions)**

b. Recognition will be given to those programs which will employ older adults aged 45 or over in the provision of services. **(3.0 Program Staffing Information)**

c. Employment programs receiving funds from sources in addition to the Department on Aging are expected to devote their staff time to Department on Aging program activities as specified in the Department on Aging contract. Staff position and percentage of staff time dedicated to the program will be recorded. **(3.0 Program Staffing Information)**

d. As part of on-going training, all program personnel must participate in regular staff meetings to keep informed of overall program activities and developments. **(2.0 Program Summary)**

## **9. Program Organization**

Applicants must clearly identify the individual within the program and/or agency who will be:  
**(2.0 Program Summary)**

1. Solely responsible for the program.
2. Authorized to sign for the agency and the program.
3. Authorized to receive checks for the program.
4. Responsible for fiscal and budgetary matters.
5. Responsible for data reporting and monthly reporting forms.
6. Responsible for internal monitoring of the program.
7. Responsible for handling consumer and client complaints with respect to program activities.
8. Responsible for client intake and enrollment.
9. Responsible for client counseling and referrals.
10. Responsible for job training and placement.
11. Responsible for job development.

12. Responsible for client follow-up, during enrollment and upon placement

**10. Program Service Coordination**

- a. Applicants must clearly demonstrate their ability to coordinate employment program activities with other services provided to older adults by the parent agency. Applicants must include a list of other services provided by the parent agency and describe how coordination will take place. **(2.0 Program Summary)**
- b. Applicants must clearly demonstrate their ability to coordinate the program activities of other agencies providing services to older adults in Milwaukee County. Applicants must list all agencies that the organization will coordinate with and describe how coordination will take place. Linkage agreements are encouraged. **(2.0 Program Summary)**
- c. Applicants must demonstrate how they will establish and maintain linkage with other public and private job placement organizations in Milwaukee County. Linkage agreements are encouraged. **(2.0 Program Summary)**

**11. Program Goals and Objectives and Outcomes**

Applicants must specify the program objectives and the methods and time frame to achieve objectives. The objectives should relate to the proposed program and services. The methods should specify the operational and quantitative steps to accomplish the objectives. The time frame should indicate when the objectives would be completed. **(2.0 Program Summary)**

**Outcomes need to minimally include:**

- Number of clients that will be enrolled, trained, and placed in subsidized and unsubsidized placements through this program. **(2.0 Program Summary)**

The applicant agency agrees to collaborate with the Department in achieving outcome and participating in data collection. Other outcomes relating to improving a client's job readiness skills and improving client confidence in finding and keeping a job should be included. **(2.0 Program Summary)**

**12. Reporting and Billing Requirements**

Providers must submit to the Department on Aging a monthly bill for services provided and any appropriate service reports by the fifth working day of each month. **(2.0 Program Summary)**

**13. Contributions**

Applicant agrees to provide all clients with the opportunity to make a voluntary contribution toward the cost of Employment, Training, and Placement Services in accordance with prevailing Department on Aging policy. Applicants will also provide employers with the opportunity to make a voluntary contribution. Contributions will be reported in monthly billing reports in the month received and used for Employment, Training, and Placement Program enhancement. **(2.0 Program Summary) (See also Section V, Contribution Section)**

**14. Performance Measurement**

The applicant agency agrees to work toward achieving identified outcomes and participating in all required data collection for performance measurement. **(2.0 Program Summary)**

## **15. Insurance Requirement**

Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- 1) General Liability
- 2) Automobile liability
- 3) Worker's compensation, including a waiver of subrogation
- 4) Employee dishonesty
- 5) Milwaukee County listed as an additional insured in General liability and Automobile liability

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by the County, and provides certificate(s) of insurance that include all items listed above.